

VIVA MEDICARE

Your flex card puts you in charge.

Tips for Using Your Flex Card:

- ✔ When swiping your flex card at checkout in a store, choose "credit" and not "debit." Your card does not come with a PIN. If you choose "debit" at checkout, your card will be declined, so always choose "credit."
- ✔ This card cannot be used to pay for prescription drugs or products that are not plan-approved. Alcohol, tobacco, and gift cards are not approved to buy with your card. If you would like to buy items that are not plan-approved, use another form of payment.
- ✔ Download the BenefitsPro app to scan items in the store and make sure they are approved before checking out.
- ✔ If you need to know your flex card balance, see if an item is approved, or report a lost or stolen card, call NationsBenefits at **1-877-209-5189 (TTY: 711)** or login to your account at **Viva.NationsBenefits.com.**

Your plan comes with a flex card to buy over-the-counter (OTC) items, like bandages, vitamins, or heating pads. Members who have certain chronic health conditions and meet other specific requirements may be able to use their flex card to buy healthy foods through Special Supplemental Benefits for the Chronically Ill (SSBCI).**

Use your flex card in person at in-network stores, like:

- Walmart
- CVS
- Kroger
- Rite Aid
- Walgreens
- Publix

See more stores at VivaHealth.com/Medicare/Member-Resources

Money is added to your card each month. VIVA MEDICARE *Extra Value* (HMO D-SNP) members get **$60 each month.** VIVA MEDICARE *Extra Care* (HMO D-SNP) members get **$70 each month***. Any unused amount on your flex card at the end of the month will not roll over to the next month.

If you don't want to go to an in-network store to use your flex card, you can have groceries** and OTC items shipped to your home by ordering from NationsBenefits. Pick out items from the Product Catalog and order over the phone, online, or by mail.

BY PHONE: Call 877-209-5189 (TTY: 711)
7 days a week, 8 am - 8 pm,
except when closed for federal holidays

ONLINE: Go to Viva.NationsBenefits.com

BY MAIL: Fill out and return the order form in your catalog

*The *Extra Care* plan is only for members in Jackson, Limestone, Madison, Marshall, and Morgan Counties. The Flex Card is a monthly benefit for HMO D-SNP members. You must have both Medicare and Medicaid to qualify for an HMO D-SNP plan and the Flex Card benefit. **To learn more about SSBCI requirements, go to VivaHealth.com/Medicare/Member-Resources. Click on your plan name and SSBCI. H0154_mcdoc4023r3A_C_09/17/2026